



**Public Service  
of New Hampshire**

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The Northeast Utilities System

September 15, 2006

Attorney Lynn Fabrizio  
State of New Hampshire  
Public Utilities Commission  
21 S. Fruit Street, Suite 10  
Concord, NH 03301-2429

Re: Docket No. DM 05-172 - Investigation Into Utility Poles

Dear Attorney Fabrizio:

This letter provides the responses to the requests for information listed below.

Response to TOPIC 4 FOLLOW-UP DATA RESPONSES - SEPT. 15, 2006 Technical Sessions dated  
08/14/2006  
STAFF-001, 004, 006, 007, 010, 012

Very truly yours,

A handwritten signature in blue ink that reads "Allen M. Desbiens". The signature is fluid and cursive.

Allen M. Desbiens, Senior Analyst  
Rate & Regulatory Services

AMD/kn  
cc: Electronically Distributed to DM 05-172 Service List

**Service List**  
**Docket DM 05-172**

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Witness: Robert T. Hybsch  
Request from: New Hampshire Public Utilities Commission Staff

## Question:

5-1A) Electric & VZ - Please review the following scenarios of joint pole line extensions and supply the dollar figures for the pole and anchor work (only) based on your particular billing schedules. Please explain any design assumptions and additional related costs in fleshing out the examples. VZ, please supply a separate response for each of the three Electric companies, based on your agreements with those companies.

**Scenario 1:**

- three pole line extension on private property
- **Electric** maintenance area
- (3) 140' spans / 35' poles
- Anchor at pole 3 placed **for electric use only**

	Pole 1	Pole 2	Pole 3 + anchor	Total
Electric billing to VZ	Note 1	Note 1	Note 1	
Electric invoice to the <b>customer</b>	Note 2	Note 2	Note 2	
VZ invoice to <b>customer</b>	Note 3	Note 3	Note 3	
Total cost to <b>customer</b>				

Note 1: If Electric billing to VZ is affected by the customer contribution, please explain.

Note 2: If the amount Electric invoices the customer is affected by Electric billing to VZ, please explain.

Note 3: If the amount VZ invoices the customer is affected by Electric billing to VZ, please explain.

**Scenario 2:**

- three pole line extension on private property
- **Electric** maintenance area
- (3) 140' spans / 35' poles
- Anchor at pole 3 **required by both owners**

	Pole 1	Pole 2	Pole 3 + anchor	Total
Electric billing to VZ	Note 1	Note 1	Note 1	
Electric invoice to the <b>customer</b>	Note 2	Note 2	Note 2	
VZ invoice to <b>customer</b>	Note 3	Note 3	Note 3	
Total cost to <b>customer</b>				

Note 1: If Electric billing to VZ is affected by the customer contribution, please explain.

Note 2: If the amount Electric invoices the customer is affected by Electric billing to VZ, please explain.

Note 3: If the amount VZ invoices the customer is affected by Electric billing to VZ, please explain.

**Scenario 3:**

- three pole line extension on private property
- **VZ** maintenance area
- (3) 140' spans / 35' poles
- Anchoring at pole 3 **placed for electric but not required by VZ**

	Pole 1	Pole 2	Pole 3 + anchor	Total
VZ billing to Electric	Note 1	Note 1	Note 1	
VZ invoice to <b>customer</b>	Note 2	Note 2	Note 2	
Electric invoice to <b>customer</b>	Note 3	Note 3	Note 3	
Total cost to <b>customer</b>				

Note 1: If VZ billing to Electric is affected by the customer contribution, please explain.

Note 2: If the amount VZ invoices the customer is affected by VZ billing to Electric, please explain.

Note 3: If the amount Electric invoices the customer is affected by VZ billing to Electric, please explain.

**Scenario 4:**

- three pole line extension on private property
- VZ maintenance area
- (3) 140' spans / 35' poles
- Anchoring at pole 3 **required by both owners**

	Pole 1	Pole 2	Pole 3 + anchor	Total
VZ billing to Electric	Note 1	Note 1	Note 1	
VZ invoice to <b>customer</b>	Note 2	Note 2	Note 2	
Electric invoice to <b>customer</b>	Note 3	Note 3	Note 3	
Total cost to <b>customer</b>				

Note 1: If VZ billing to Electric is affected by the customer contribution, please explain.

Note 2: If the amount VZ invoices the customer is affected by VZ billing to Electric, please explain.

Note 3: If the amount Electric invoices the customer is affected by VZ billing to Electric, please explain.

Response:

Assumption For All Scenarios

Line extensions were written from an existing take-off pole and include a joint anchor on that pole (set by the maintaining company), a guy, cutout, cutout bracket and insulator.

Scenarios 1 & 2

Cost to customer is based on the estimate for the total job excluding costs to be reimbursed by Verizon (\$3,129.18), divided by the number of feet (420) to determine price per foot (\$7.45). PSNH provides 300 feet to the customer, so they are responsible for the cost of the remaining 120 feet at \$7.45 per foot, for a total up-front payment of \$894.00.

Billing to Verizon is \$900.00 (\$300.00 per pole) for both of these scenarios. The \$900.00 is not included in job estimate, thus it is not included in the cost to the customer.

Scenario 1 - PSNH sets our own anchor - no billing to Verizon; cost is included in the total cost of the job.

Scenario 2 - PSNH sets a joint anchor - no billing to Verizon; cost is included in the total cost of the job.

### Scenario 3

Cost to customer is based on the estimate for the total job (\$3,722.81), divided by the number of feet (420) to determine price per foot (\$8.86). PSNH provides 300 feet to the customer, so they are responsible for the cost of the remaining 120 feet at \$8.86 per foot, for a total up-front payment of \$1,063.20

Verizon bills PSNH a total of \$1,108.00 (\$900.00 for the poles, plus \$208.00 for the anchor they set for our use only). This cost is included in the PSNH total cost to the customer.

### Scenario 4

Cost to customer is based on the estimate for the total job (\$3,546.38), divided by the number of feet (420) to determine price per foot (\$8.44). PSNH provides 300 feet to the customer, so they are responsible for the cost of the remaining 120 feet at \$8.44 per foot, for a total up-front payment of \$1,012.80.

Verizon bills PSNH \$900.00 for the poles (\$300.00 per pole). This cost is included in the PSNH total cost to the customer.

Joint anchor set by Verizon - cost is not included in our estimate.



Public Service Company of New Hampshire

Docket No. DM 05-172

Technical Session TOPIC 4 FOLLOW-UP

DATA RESPONSES - SEPT. 15, 2006

Dated: 08/14/2006

Q-STAFF-004

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Witness: Robert T. Hybsch

Request from: New Hampshire Public Utilities Commission Staff

Question:

5-7B) Electrics - At the technical session, some concern was expressed that builders, in an effort to expedite construction work schedules, will "shop around" for the joint owner most likely to act quickly. What do you do to prevent builders from manipulating the system by telling your company that they don't want VZ service in VZ maintenance areas and forcing you to set poles to honor service requests outside of your maintenance areas?

Response:

PSNH does not know of a way to determine which telephone service provider, if any, a future customer may select. As stipulated in the Intercompany Operating Procedure #2 Construction and Joint Ownership of New or Existing Poles and Anchors, the joint owner is given the opportunity to own half interest in any pole to be set in our service territories. Verizon may choose to own half interest in any pole, whether or not it has an immediate need to serve a customer. In Verizon maintenance area, if Verizon decides to participate in the ownership of the pole, Verizon has the obligation to set the pole in a timely manner, adequate for PSNH to provide service to its customer. If Verizon decides not to participate in the ownership of a pole, PSNH will set the pole as a solely owned pole.

Public Service Company of New Hampshire

Docket No. DM 05-172

Technical Session TOPIC 4 FOLLOW-UP

DATA RESPONSES - SEPT. 15, 2006

Dated: 08/14/2006

Q-STAFF-006

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Witness: Robert T. Hybsch

Request from: New Hampshire Public Utilities Commission Staff

Question:

5-8B) Electrics & VZ - When a customer makes an application for service to either of the joint owners and pole work appears to be necessary, please identify what you believe would be the most effective written communication method for use between the respective line designers to document the contact and to ensure that both designers have enough information early in the application process to schedule their work? The EON/605A is recognized by the various IOPs as the form used to document the design of joint pole work. Would that be useful as an initial communication tool?

Response:

While the EON/605A does document the jointly-owned plant, the Pole Location Plan effectively provides the information needed early in the process to determine project needs, including plant-specific information and a sketch. PSNH recommends electronic exchanges of information via email rather than paper documents in order to minimize time required for exchange of information.

Public Service Company of New Hampshire

Docket No. DM 05-172

Technical Session TOPIC 4 FOLLOW-UP

DATA RESPONSES - SEPT. 15, 2006

Dated: 08/14/2006

Q-STAFF-007

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Witness: Robert T. Hybsch

Request from: New Hampshire Public Utilities Commission Staff

Question:

5-8C) Electrics & VZ - Given the paradigm shift in the joint pole ownership relationships that has been caused by the uncertainty that VZ will have a business relationship with a customer and therefore a reason to invest in a pole line extension for that customer, have the utilities attempted to change their JOA/IOPs to reflect that shift? If so, when and with what results?

Response:

No.

Public Service Company of New Hampshire

Docket No. DM 05-172

Technical Session TOPIC 4 FOLLOW-UP

DATA RESPONSES - SEPT. 15, 2006

Dated: 08/14/2006

Q-STAFF-010

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Witness: Robert T. Hybsch

Request from: New Hampshire Public Utilities Commission Staff

Question:

5-8F) Electrics and VZ - Please discuss the options you employ (or might institute) to proactively communicate with customers and others, including joint owners, when scheduled work cannot be started/finished in a scheduled period for any reason and must be rescheduled/pushed out.

Response:

In cases when a job cannot be started or completed in the scheduled time period, the Field Technician or Field Supervisor-Lines will make direct contact with the customer, contractor or owner to advise them of the delay, the reason for the delay, and to provide a revised schedule date.

Public Service Company of New Hampshire

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Dated: 08/14/2006  
Q-STAFF-012  
Page 1 of 1

Witness: Robert T. Hybsch  
Request from: New Hampshire Public Utilities Commission Staff

Question:

5-8H) Electrics & VZ - What is your company policy or practice regarding on-site communications between your company's technicians and builders/owners/customers? Do you encourage your technicians to make an attempt to keep the customer informed when problems arise, when an emergency requires that they pull off the job, or about the general progress of the job?

Response:

Once a line crew is on-site, it is the crew's responsibility to contact the customer, contractor or owner who is on-site and advise them that they have been pulled away for an emergency. If the crew cannot locate anyone on-site, then the practice is to have the Field Technician, or in some cases the Field Supervisor-Lines, contact the customer, contractor or owner by phone and advise them of the situation.

In cases where there are job or site-specific issues or problems, the line crew makes direct contact with the customer, contractor or owner. This is done by direct on-site contact or by a direct phone call to the customer, contractor or owner. All PSNH line crews are equipped with cell phones to facilitate internal and external communications to provide timely information regarding jobs.